
Getting Started

This chapter provides an overview of how to run and set up Call Tracking for a real time and data file monitoring session.

Before using Call Tracking, you must install and configure it as part of MAT. Refer to [Getting Started in the MAT Common Services User guide](#) for complete details on installing this application.

System access

After you have assigned Call Tracking to a site and system, you can set it up to collect and monitor CDR data and configure its alarms. The following sections highlight the main functions required to use Call Tracking to collect and monitor CDR data in real time mode and from a data file.

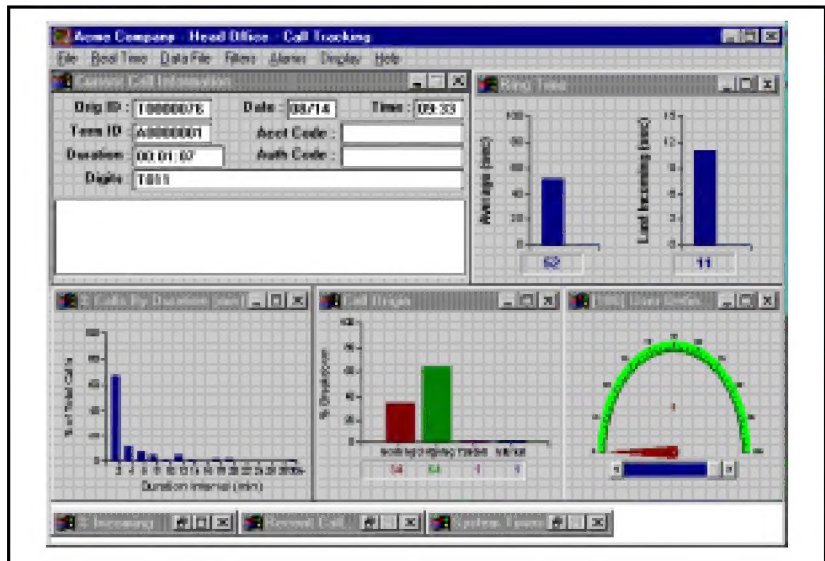
Note: If you are using Call Tracking in real time mode (i.e., you are collecting and analyzing the calls as they are completed and recorded on the Meridian 1), then you must first select the communications script used for the connection to the Meridian 1. If you are monitoring calling activity from a data file, then you need to select the formatted data file for monitoring.

If Call Tracking has not been assigned to this system, it will not appear in the **Telemanagement** menu. To assign Call Tracking to this system, access the MAT System Properties function. In the Communications tab, assign a profile for Call Tracking by entering it in the Communications Profile field. In the Applications tab, select the communications profile you just entered in the Communications tab, click **Call Tracking** to highlight it and click the **Enable** check box. Click **OK** from the System Properties dialog to assign Call Tracking to this system.

Run Call Tracking

To access Call Tracking from the MAT Navigator, click the desired site and system and click **Call Tracking** from the Telemanagement menu. The main Call Tracking window will appear.

Figure 1
Call Tracking main window



Set Filters

During the Call Tracking session, you can use the Filters commands to set the filters for the call records as they are being collected. You can for example, set a filter to have Call Tracking only collect call records having a set minimum call duration. You can select up to 10 different filters and have Call Tracking include or exclude the call records matching these filters.

Set Alarms

The Alarms function is used to set an alarm monitor to warn of suspicious calls. These alarms can be sent to your PC as a visual or audible alarm, or to an external device such as a log file, printer, network workstation, pager, modem or fax machine.

Collect CDR data from Meridian 1 in real time mode

Once you have accessed Call Tracking, you can then use the Real Time or Data File commands to initiate a call monitoring session.

Before initiating the real time data collection and monitoring process, you should first access the Communications Database dialog and verify the communications settings for Call Tracking on this system. In this dialog, you can also select the script file which will be used for this session.

Verify communications parameters

To verify the communications parameters for this system, click **Edit Database** from the Real Time drop-down menu. The Communications Database dialog will appear displaying the communications and connection criteria for this system's Meridian 1. These are displayed for informational purposes.

Review the data in these fields to ensure that they correspond to your system's connection parameters. If any of these values are incorrect, then return to the System Configuration function in the MAT Navigator, access the Communications tab and edit them. When you access the Call Tracking Communications Database again, its values will be changed accordingly.

The next step is to select the script file which will be used for this communications session. To select this script file, click on the script file name from the **Script Setup Name** drop-down list box (e.g., **SL1.SCR**). Click **OK** to save this selection and exit to the main window.

Connect

To initiate a connection to the Meridian 1 and start collecting and monitoring the call records, click **Connect** from the Real Time drop-down menu. There will be a brief delay as the communications process is initiated. Call Tracking will then monitor calls as they are recorded by the Meridian 1.

If you wish to pause the monitoring process at any time, click **Pause** from the File drop-down menu. Click **Pause** again to resume the monitoring session. To stop the real time monitoring of the calls, click **Disconnect** from the Real Time drop-down menu. Click **Connect** again to resume the session.

Collect CDR data from data file

The second method of monitoring calls is to view the records from a detail file. To monitor call information from a call detail file rather than in real time mode, click **Start File** from the Data File drop-down menu. At the file prompt, enter the name of the call detail file which you wish to monitor and click **OK**.

For the Data File option, Call Tracking reads and displays normalized detail files (e.g., DETAIL1.DAT). A normalized detail file is an ASCII format text file containing the CDR data records output from the Meridian 1.

Once you select a valid detail filename, Call Tracking will start the monitoring process and display calling information from each call in this normalized detail file.

You can adjust the pace at which the calls are being displayed by clicking **Pacing Factor** from the Data File drop-down menu and clicking the pacing factor scroll bar.

To pause this display, click **Pause** from the File drop-down menu. To start the display again, click the **Pause** toggle again to deselect it. To stop reviewing records from the detail file, click **End File** from the Data File drop-down menu. To start the reviewing process again, click **Start File**. This will not resume the viewing from where you stopped; it will start it from the beginning of the file.

Help

As with the other MAT applications, Call Tracking contains an extensive Help facility which provides you with details on all of its functions and commands. At any time during your Call Tracking session, you can click **Help** and access information on a specific topic.

To obtain help for a topic, click **Help** from the currently selected dialog or window. This will access the Windows Help function and display context sensitive help information on the current topic. Once you have accessed Help, you can then use it to scroll through the other Call Tracking help topics, search for a topic and print the help information.

To view a list of Help topics for Call Tracking, click **Contents** from the Help drop-down menu. Choose from one of the items in this list to load the Help file and display its information.